

National Certificate in Travel (Level 3) with strands in Retail Travel, and Wholesale Travel

Level 3

Credits 65 or 84

This qualification has been **reviewed**. The last date to meet the requirements is 31 December 2017.

Transition Arrangements

This qualification has been reviewed and replaced by the New Zealand Certificate in Travel (Level 4) [Ref: 2204].

For detailed information see [Review Summaries](#) on the NZQA website.

NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	March 2009	December 2017
Review	2	February 2014	December 2017

Standard Setting Body

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National Certificate in Travel (Level 3) with strands in Retail Travel, and Wholesale Travel

Level	3
Credits	65 or 84

Purpose

The National Certificate in Travel (Level 3) with strands in Retail Travel, and Wholesale Travel [Ref: 1481] is designed to provide people with a range of skills and knowledge required in making and processing travel arrangements within retail and wholesale travel. Retail travel covers both leisure and corporate, wholesale travel covers both inbound and outbound.

The core compulsory section ensures people awarded with this qualification are able to demonstrate knowledge and skills that apply to both retail and wholesale travel. The core elective allows people training on the job to select standards relevant to their particular work role, whilst those in pre-employment training can focus on retail or wholesale travel, or select standards to cover both.

The strands allow people to continue their chosen pathway, through retail travel or wholesale travel. The strands share some standards in common because there are skills and knowledge that can be common to both retail and wholesale travel.

This qualification builds on skills and knowledge from the National Certificate in Tourism (Introductory Skills) [Ref: 0875] and the National Certificate in Tourism (Core Skills) (Level 3) [Ref: 0876], and prepares people for the National Certificate in Travel (Level 4) [Ref: 0113].

Replacement Information

This qualification replaced the National Certificate in Travel (Level 3) [Ref: 0112].

Special Notes

It is recommended that candidates hold the National Certificate in Tourism (Core Skills) (Level 3) [Ref: 0876], or demonstrate equivalent knowledge and skills before they commence this qualification.

Credit Range

	Core Compulsory	Core Elective
Level 2 credits	3	-
Level 3 or above credits	29	0-8
Minimum totals	32	8

Retail Travel Strand		
	Compulsory	Elective
Level 3 credits	24	20
Minimum totals	24	20
Qualification total with strand	84	

Wholesale Travel Strand			
	Compulsory	Elective Set A	Elective Set B
Level 3 credits	4	5	16
Minimum totals	4	5	16
Qualification total with strand	65		

Requirements for Award of Qualification

Award of NQF Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided in section 7 of the New Zealand Qualifications Authority (NZQA) Rules and Procedures publications available at <http://www.nzqa.govt.nz/ncea/acrp/index.html>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Summary of Requirements

- Core Compulsory standards
- Core Elective – A minimum of 8 credits as specified

One of the following strands is required

- Retail Travel Strand
- Wholesale Travel Strand

Detailed Requirements

Core Compulsory

The following standards are required

Computing and Information Technology > Computing > Generic Computing

ID	Title	Level	Credit
24872	Produce documents for a workplace using a computer	3	3

Service Sector > Tourism > Travel

ID	Title	Level	Credit
25193	Demonstrate knowledge of ground terminology and products used in the travel industry	3	4
25194	Produce and check numeric documents for the travel industry	3	2
25195	Explain travel industry brochures and travel-related documents	3	4
25503	Identify and access travel product information and travel-related information	3	3
25506	Process short haul ground travel requirements using a computer reservation system	3	5
25508	Demonstrate knowledge of world travel geography	3	3

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit
18237	Perform calculations for a tourism workplace	2	3
23768	Describe the legal rights and responsibilities of employees and employers in a tourism workplace	3	5

Core Elective

A minimum of 8 credits at Level 3 or above

Field	Subfield	Domain
Business	Any	Any
Computing and Information Technology	Computing	Generic Computing
Humanities	Communication Skills	Any
Māori	Any	Any
Service Sector	Aviation	Any
	Contact Centres	Contact Centre Operations
	Hospitality	Any
	Retail, Distribution, and Sales	Retail and Distribution Core Skills Sales Transactions
	Service Sector Skills	Any
	Tourism	Any

Retail Travel Strand

Meet the requirements of all of the following sets

- Retail Travel Compulsory
- Retail Travel Elective

Retail Travel Compulsory

The following standards are required

Service Sector > Tourism > Travel

ID	Title	Level	Credit
25499	Provide quotations, complete reservations, and process travel arrangements for customers in a retail travel environment	3	10
25504	Demonstrate knowledge of retail travel operations	3	4
25505	Process short haul air travel requirements using a computer reservation system	3	5
25507	Use a travel management system to manage client files and process travel arrangements for clients	3	5

Retail Travel Elective

A minimum of 20 credits

Service Sector > Retail, Distribution, and Sales > Sales Transactions

ID	Title	Level	Credit
379	Sell goods and/or services over the telephone	3	3

Service Sector > Tourism > Travel

ID	Title	Level	Credit
3727	Demonstrate knowledge of Pacific Island countries as tourist destinations	3	8
3750	Sell, process, and advise on foreign exchange for travel	3	2
18211	Demonstrate knowledge of Australia as a tourist destination	3	8
18212	Demonstrate knowledge of New Zealand as a tourist destination	3	8
18215	Demonstrate knowledge of and process domestic air travel	3	4
18220	Advise on and sell travel insurance	3	4
18282	Advise customers of regulatory requirements for international air travel	3	4
25192	Demonstrate knowledge of airline terminology and products used in the travel industry	3	4
25509	Demonstrate knowledge of wholesale travel operations	3	4

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit
18227	Demonstrate knowledge of support mechanisms for customers with specific needs	3	2
18228	Demonstrate knowledge of specific New Zealand regions as tourist destinations	3	8

Wholesale Travel Strand

Meet the requirements of all of the following sets

- Wholesale Travel Compulsory
- Wholesale Travel Elective

Wholesale Travel Compulsory

The following standard is required

Service Sector > Tourism > Travel

ID	Title	Level	Credit
25509	Demonstrate knowledge of wholesale travel operations	3	4

Wholesale Travel Elective

Meet the requirements of all of the following sets

- Elective Set A
- Elective Set B

Elective Set A

A minimum of 5 credits

Service Sector > Tourism > Travel

ID	Title	Level	Credit
25189	Demonstrate knowledge of wholesale travel consultant role responsibilities, and complete consultancy tasks	3	5
25190	Demonstrate knowledge of wholesale travel finalisation consultant role responsibilities, and complete finalisation tasks	3	3
25191	Demonstrate knowledge of wholesale travel operations consultant role responsibilities, and complete operations tasks	3	3
25500	Demonstrate knowledge of consolidation quotation consultant role responsibilities, and complete quotation tasks	3	5
25501	Demonstrate knowledge of consolidation ticketing consultant role responsibilities, and complete ticketing tasks	3	5
25502	Demonstrate knowledge of wholesale travel ticketing consultant role responsibilities, and complete ticketing tasks	3	4

Elective Set B

A minimum of 16 credits

Service Sector > Retail, Distribution, and Sales > Sales Transactions

ID	Title	Level	Credit
379	Sell goods and/or services over the telephone	3	3

Service Sector > Tourism > Travel

ID	Title	Level	Credit
3727	Demonstrate knowledge of Pacific Island countries as tourist destinations	3	8
18211	Demonstrate knowledge of Australia as a tourist destination	3	8
18212	Demonstrate knowledge of New Zealand as a tourist destination	3	8
18215	Demonstrate knowledge of and process domestic air travel	3	4
18282	Advise customers of regulatory requirements for international air travel	3	4
25192	Demonstrate knowledge of airline terminology and products used in the travel industry	3	4
25504	Demonstrate knowledge of retail travel operations	3	4
25505	Process short haul air travel requirements using a computer reservation system	3	5

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit
18227	Demonstrate knowledge of support mechanisms for customers with specific needs	3	2
18228	Demonstrate knowledge of specific New Zealand regions as tourist destinations	3	8

Transition Arrangements

This qualification replaced the National Certificate in Travel (Level 3) [Ref: 0112].

There are substantial differences between the new and replaced qualifications. Changes include:

- The new qualification has been structured with strands for Retail Travel and Wholesale Travel, each with a compulsory and an elective set.
- Credit totals have changed from 73 credits to 65 or 84 credits depending on the strand.
- A core elective section, which requires credits from listed subfields and/or domains, has been included in the new qualification.

- Standards 18204, 18209, 18216, 18217, 18221, 18280, 18283, and 20490 have not been included in the new qualification, but candidates credited with these standards may use them to count towards satisfying the credit requirement of the core elective.
- Standards 3734 and 18235 from the compulsory section of Ref: 0112 have been replaced by standards 25505 and 25506, and 25508 respectively, and included in the new qualification.
- Standards 18237, 23768, 24872, 25193-25195, and 25503 have been included in the core compulsory section.
- Standards 3750 and 18220 from Elective 1 of Ref: 0112 have been included in the Retail Travel strand elective.
- Standard 25507 has been included in the Retail Travel strand compulsory section.
- Standards 25504 and 25505 have been included in the Retail Travel strand compulsory and the Wholesale Travel strand elective sections.
- Standard 25509 has been included in the Wholesale Travel strand compulsory and the Retail Travel strand elective.
- Standards 25189-25191 and 25500-25502 have been included in the Wholesale Travel strand elective.
- Standards 379, 3727, 18211, 18212, 18215, 18227, 18228, 18282, and 25192 have been included in the elective sections for both strands.

People currently working towards version 7 of the National Certificate in Travel (Level 3) [Ref: 0112] may either complete the requirements for that version or transfer their results to this qualification.

This qualification contains standards that replace earlier standards. For the purposes of this qualification, people who have gained credit for the expiring standards are exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	Exempt from
3734	25505, 25506
18235	25508

Certification

This certificate will display the logos of NZQA, ServiceIQ and the accredited organisation.

Classification

This qualification is classified according to the NQF classification system and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

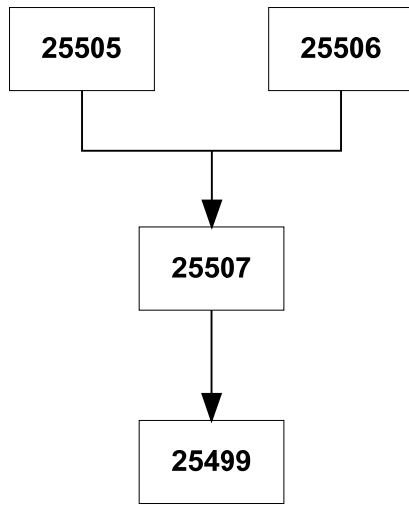
NQF Classification		NZSCED	
Code	Description	Code	Description
636	Service Sector > Tourism > Travel	080501	Management and Commerce > Sales and Marketing > Sales

Quality Management Systems

Providers and Industry Training Organisations must be accredited by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.

Reviewed

Prerequisite Diagram



Level 3

Reviewed